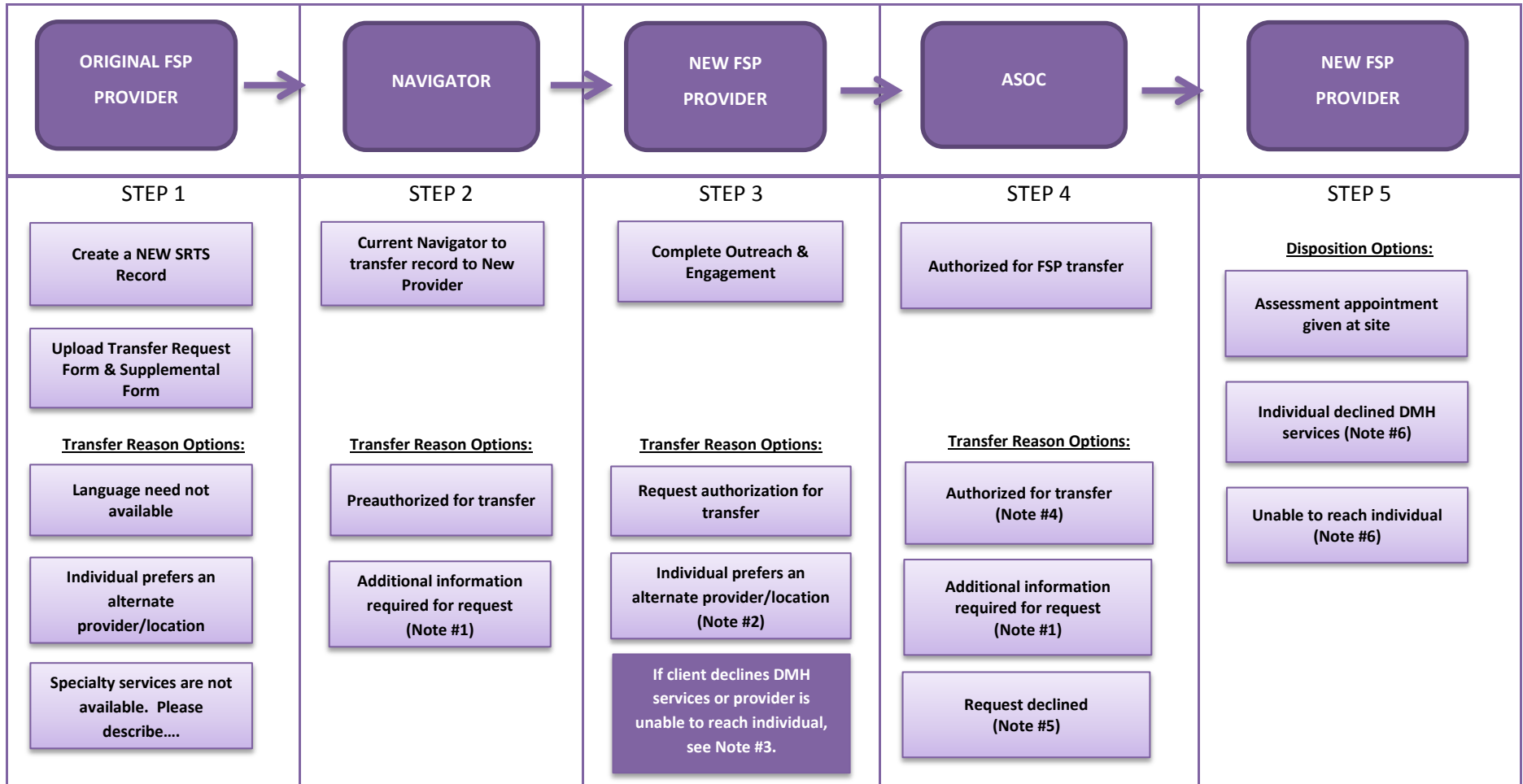


**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH  
SERVICE REQUEST TRACKING SYSTEM (SRTS)**

**ADULT SYSTEMS OF CARE (ASOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW**

**TRANSFER FROM FSP PROVIDER TO FSP PROVIDER IN SAME SERVICE AREA**



**Note #1:** If the Navigator or ASOC needs additional information to determine approval for the request, they will transfer the record back to the FSP provider or Navigator with the transfer reason of “Additional information required for request.”

**Note #2:** If the client prefers another provider, transfer back to the Navigator for linkage.

**Note #3:** If the client declines DMH services or the provider is unable to reach individual, the new FSP provider enters a disposition to close out the record, then ASOC communicates with the new Navigator, old Navigator, and the original FSP provider to start Disenrollment flowchart from the original authorized record.

**Note #4:** ASOC will forward the SRTS confirmation email to the Navigator to confirm that the transfer has been authorized.

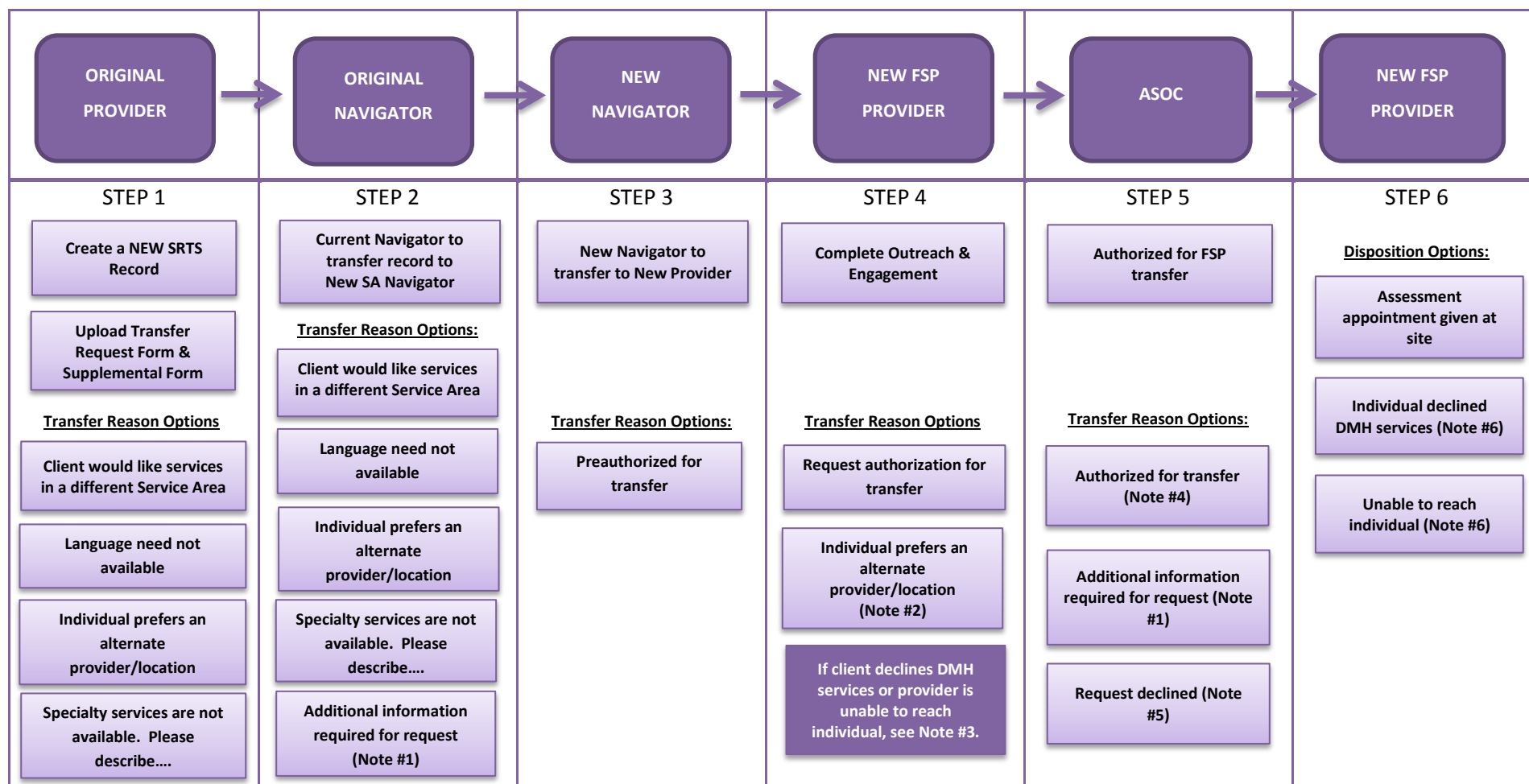
**Note #5:** If a request for transfer is declined, ASOC will transfer the record back to the Navigator for linkage. Navigator will discuss linkage with FSP provider.

**Note #6:** If the FSP provider selects anything other than “Assessment appointment given at site” as a disposition, they must notify the Navigator and consider Disenrollment.

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH  
SERVICE REQUEST TRACKING SYSTEM (SRTS)**

**ADULT SYSTEMS OF CARE (ASOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW**

**TRANSFER FROM FSP PROVIDER TO FSP PROVIDER IN A DIFFERENT SERVICE AREA**



**Note #1:** If the Navigator or ASOC needs additional information to determine approval for the request, they will transfer the record back to the FSP Provider or Navigator with the transfer reason of "Additional information required for request."

**Note #2:** If the client prefers another provider, transfer back to the Navigator for linkage.

**Note #3:** If the client declines DMH services or the provider is unable to reach individual, the new FSP provider enters a disposition to close out the record, then ASOC communicates with the new Navigator, old Navigator, and the original FSP provider to start Disenrollment flowchart from the original authorized record.

Note #4: ASOC will forward the SRTS email notification alert to the Navigator to confirm that the transfer has been authorized.

**Note #5:** If a request for transfer is declined, ASOC will transfer the record back to the Navigator for linkage. Navigator will discuss linkage with FSP provider.

**Note #6:** If the FSP provider selects anything other than "Assessment appointment given at site" as a disposition, they must notify the Navigator and ASOC and consider Disenrollment.